



DEPARTMENT OF THE ARMY
WIESBADEN HEALTH CLINIC
UNIT 29623
APO AE 09096

REPLY TO
ATTENTION OF

MCEUL-WB

17 January 2007

MEMORANDUM OF INSTRUCTION

BOOKING FOR ACTIVE DUTY PRIMARY CARE APPOINTMENTS

1. REFERENCE: AR 40-501 Standards of Medical Fitness
2. PURPOSE: This operation instruction establishes guidelines governing active duty primary care appointment booking.
3. SCOPE: This MOI is applicable to all active duty Soldiers stationed in the Wiesbaden, Mainz and Dexheim communities. Acute appointments are primarily for acute illnesses/injuries that might prevent soldiers from performing their assigned duties. Chronic health problems, profile renewals and medication refills should be addressed at routine appointments.
4. PROCEDURES:
 - A. Active duty Soldiers have three venues to make clinic appointments: central appointments, the Nurse Advice Line and Patient Administration.
 - B. Soldiers may call into the central appointment line at DSN: 337-6320/6339, Civilian: 0611-705-6320/6339 during its normal operating hours and obtain an appointment (first operating hour is for active duty calls only). Priority is given to Active duty Soldiers for acute (same day) appointments from 0715-0845.
 - C. Soldiers may call into the Nurse Advice Line (NAL) at 00800-4759-2330. The NAL will triage the Soldier's medical condition and set up an appointment as needed.
 - D. Soldiers may walk into the clinic from 0645-0715 and receive an acute appointment from the Patient Administration window. This venue is primarily for Soldiers living in the barracks, but all active duty Soldiers may use this option.
 - (1) Soldiers must arrive between 0645-0715. Soldiers that arrive after 0715 will be asked to call central appointments to book an appointment. The clinic phone (located near dental) will be available to make the call.

MCEUL-WB

SUBJECT: Booking Procedures for Active Duty Primary Care Appointments

(2) Soldiers must present a signed sick slip (DD689) from their unit. Soldiers without a signed sick slip will be directed to the clinic phone (located near dental) to call central appointments.

(3) A Patient Administration clerk will book the acute appointment.

(4) Once the appointment is made, the back of the sick slip (DD689) will be stamped with the appointment time provided. The Soldier may present this to their unit for accountability purposes. This stamp indicates the appointment time only; the medical officer's information will be added at the time of the appointment.

E. Cancellation of appointments can be made by calling Patient Administration at DSN: 337-6040/5052.

F. After hours care for emergencies must be obtained at an emergency room, either HSK or ST. Joseph's. See attached strip map. If emergency care is obtained, the Soldier must notify the Tricare office within 72 hours. A patient representative is available for coordinating host nation medical care as needed and may be reached at 0162-270-7743/7746.

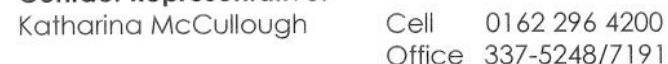
5. POC for this memorandum is the Clinic Patient Administration at DSN: 337-6040/5052.

Enclosures:

1. Clinic Hours
2. Map to ER's
3. Sample DD 689



MICHAEL E. DOYLE
LTC, MC
Commanding



Patient Liaisons: (AVAILABLE 24 HRS- 7DAYS a WEEK)

Gabrielle Jansen	Cell	01622707743
Linda Rein	Cell	01622707746

Active Duty Claims Processors:

Sterling Morrison DSN 337- 5070 or CIV 0611- 705-5070

Medical Service Coordinators (enrollment/disenrollment desk):

John Haygood DSN 337-7318 or CIV 0611- 705-7318
Jeneice Foss

(*) Add 314 as a DSN prefix (314-337-7165) or (049-611-7057165) to any number when calling from an outside GE location.

TRICARE PRIME/STANDARD:

When you enroll in Prime, you are assigned a Primary Care Manager (PCM) who will manage all of your health care needs. Your PCM will provide and coordinate all of your medical care, including any referrals for specialty care at a military treatment facility or from a host nation provider.

Although TRICARE Europe Standard is acceptable, Prime provides you with one of the best preventive health care packages available any where. Your preventive medicine benefits include free self-care classes, self-care books and educational programs focusing on major health issues.

Other benefits available to you through TRICARE Europe Prime include:

1. Lower Costs
2. Patient Liaisons
3. Preferred Provider Networks
4. Medical Document Translation

The Wiesbaden Army Health Clinic TRICARE Center will provide continued information about medical care in Europe and the continental U.S. If you have additional questions about TRICARE benefits, medical coverage or don't know what to do with a medical bill, please visit your Wiesbaden Army Health Clinic TRICARE Center today.

August 25, 2006 JF

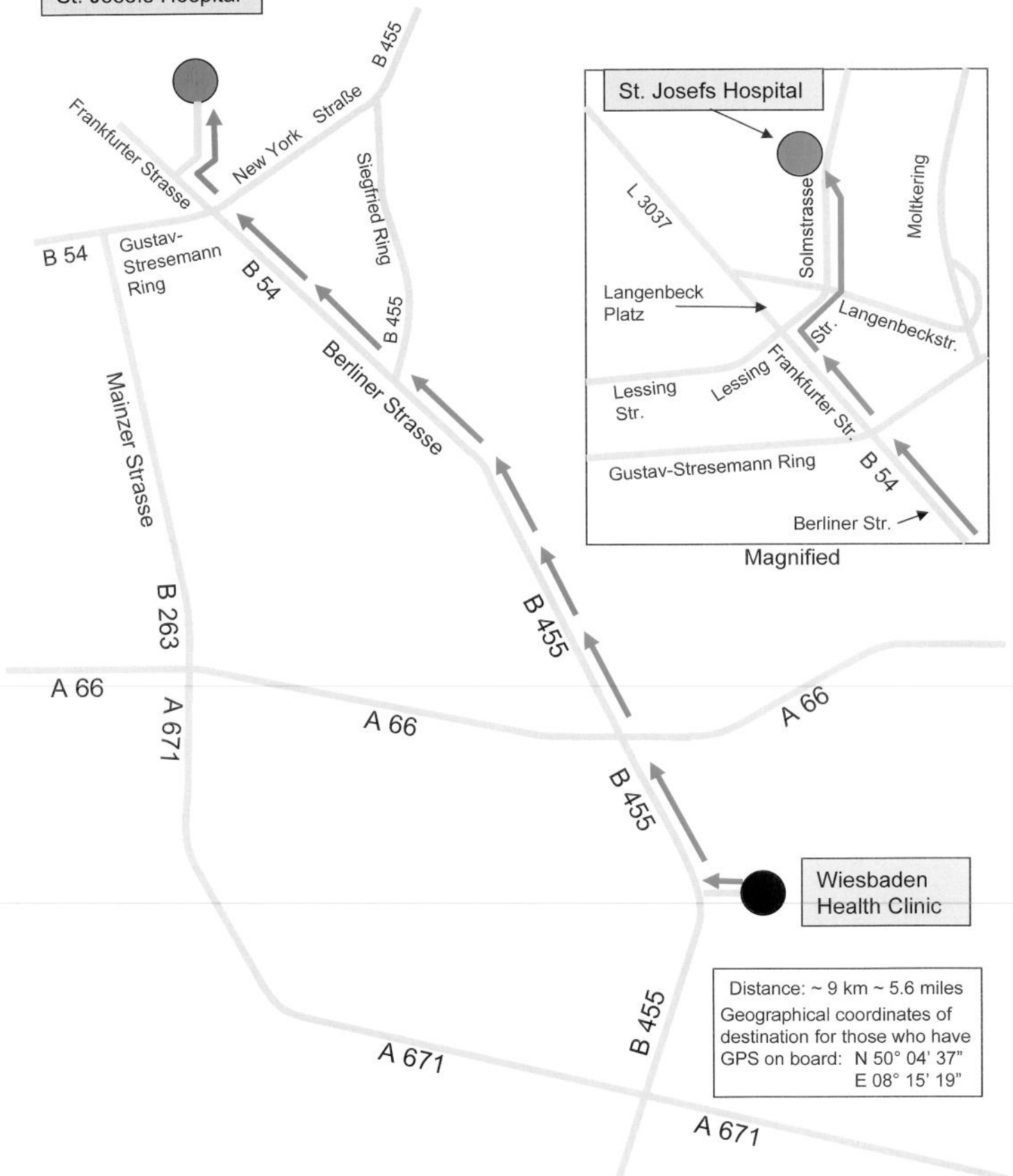
- 1

Please note:

All Medical Treatment received after hours/Weekends on the Local Economy must be reported to the Patient Liaison/TRICARE Service Center within 48 hours

St. Josefs Hospital
Solmsstrasse 15
65189 Wiesbaden
Tel.: (0611) 177-0

St. Josefs Hospital

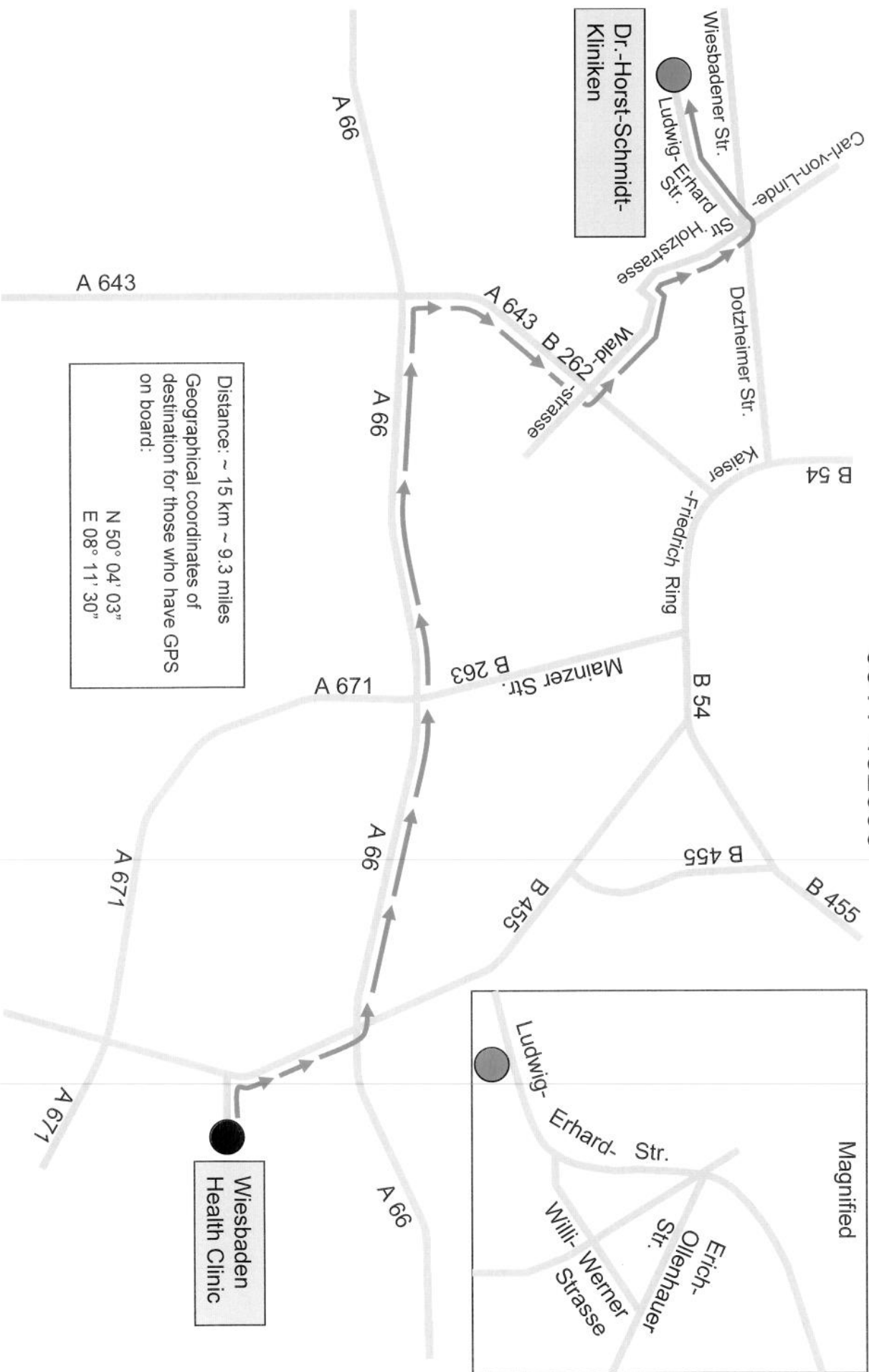


Magnified

Wiesbaden
Health Clinic

Distance: ~ 9 km ~ 5.6 miles
Geographical coordinates of
destination for those who have
GPS on board: N 50° 04' 37"
E 08° 15' 19"

Dr.-Horst-Schmidt-Kliniken (HSK)
Ludwig-Erhard-Str. 100
65199 Wiesbaden
0611-432093



INDIVIDUAL SICK SLIP <input type="checkbox"/> ILLNESS <input type="checkbox"/> INJURY		DATE
LAST NAME - FIRST NAME - MIDDLE INITIAL OF PATIENT		ORGANIZATION AND STATION
SERVICE NUMBER/SSN	GRADE/RATE	
UNIT COMMANDER'S SECTION		MEDICAL OFFICER'S SECTION
IN LINE OF DUTY		IN LINE OF DUTY
REMARKS		DISPOSITION OF PATIENT <input type="checkbox"/> DUTY <input type="checkbox"/> QUARTERS <input type="checkbox"/> SICK BAY <input type="checkbox"/> HOSPITAL <input type="checkbox"/> NOT EXAMINED <input type="checkbox"/> OTHER (<i>Specify</i>):
		REMARKS
SIGNATURE OF UNIT COMMANDER		SIGNATURE OF MEDICAL OFFICER

DD FORM 689, MAR 63

PREVIOUS EDITIONS ARE OBSOLETE.

Reset